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11/18/2011

BEFORE THE
POSTAL RATE COMMISSION
WASHINGTON, DC 20268

2011 NOV 28 P 2:48

In the Matter of:

CALPINE/SATTLE CA 96124
Post Office State ZIP Code

POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY
Docket No: A2012-22

Dolly B. Chapman, Petitioner(s)

PARTICIPANT STATEMENT

1. Petitioner(s) are appealing the Postal Service's Final Determination concerning the CALPINE/SATTLE post office. The Final Determination was posted 6/29/2011
(date)

2. In accordance with applicable law, 39 U.S.C. § 404(d)(5), the Petitioner(s) request the Postal Regulatory Commission to review the Postal Service's determination on the basis of the record before the Postal Service in the making of the determination.

3. Petitioners: Please set out below the reasons why you believe the Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration. (See pages of the Instructions for an outline of the kinds of reasons the law requires us to consider.) Please be as specific as possible. Please continue on additional paper if you need more space and attach the additional page(s) to this form.

1) The Postal Service has not used accurate information in its consideration of whether to close the Calpine Post office. The Postal Service study and decision documents show substantial errors in mileage (to other Post Offices and towns,) geographic and demographic data. (I.e. the suggestion that we could buy stamps and gather at other local businesses – there are no other public businesses.) The Postal Service has quoted inaccurate data on the workload of our acting postmistress. It seems that the Postal Service completed this whole study without the benefit of maps, business data, or any real information about how we use our Post Office.

2) The Postal Service did not present a firm plan to provide equivalent service to our area. They have proposed that we will be served by another Post Office that is also on the closure study list. They have hand written changes in that proposal on the document posted at the Post Office. They have not proposed a way to sort and deliver the rural routes that our acting Postmistress sorts. There is no adequate plan to serve those of us who rely on the Postal Service to ship and receive certified mail and large valuable packages.

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3) **The Postal Service has not specified how our mail will be delivered to customers once the Post Office closes.** The Postal representatives who conducted meetings in the area mentioned cluster boxes as an alternative. The decision document posted at the Post Office says we will have a contract carrier route. The Postal Service has not formally stated which nearby Post Office would be responsible for our mail if our office closes.

4) **The Postal Service has not fully analyzed the costs of changing the way they serve this area.** Proof of this failure is on their analysis of costs – part of the posted decision – the Postal Service states that the cost of an alternate means of providing equivalent service to this community is -\$0.00. This conclusion is blatantly frivolous and ridiculous. When you review the errors and changes in everything about this study and decision to close our Post Office, it becomes very apparent that the Postal Service could not have analyzed the costs accurately.

5) **The decision to close this Post Office would discriminate against a rural area – in violation of the law.** The Postal Service was established to provide the opportunity for all citizens to participate equally in the economy. I am one of many small businesses in this area and I mail and receive over 100 large valuable packages per year at our Post Office. Many other home businesses here have similar needs. Rural citizens, such as we, rely on the Postal Service much more than citizens of suburban and urban areas. Many of us work from home or are retired and only go to 'town' (meaning 26 miles to a small grocery store or 60 miles to the nearest small city) once a month. Loss of our local Post Office will isolate us from the economy of the United States.

6) **The Postal Service did not consider other issues it is required to consider, such as the impact on our community and way of life.** Because the Postal Service has never provided street delivery here, our citizens have always come into the Post Office every day to get their mail from PO boxes. Our Post Office is the only public business in town where citizens meet and interact. We have no church, no bar, no store, no library, no brothel and no gas station – only the post office. This is where we meet our neighbors, create social networks and share information about community needs. Closing of our Post Office will tear a hole in the social fabric of the community.

Another severe impact to this community would be the loss of a job for our acting Postmistress. We are a small town very little employment opportunity and one job matters a lot.

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7) The Postal Service did not respond to comments from the public during their study of closing this office. Many of our citizens provided important input, and asked substantial questions, both written and in person regarding this closure. The Postal Service representatives gave incomplete and various answers in person and sent computer generated letters that did not answer the written questions. One of the Postal representatives from Las Vegas was rude to the citizens at a meeting, referring to us as 'you people.'

8) The Postal Service has failed to consider other options that would save money and still provide us with service. There are possibilities here to reduce the rent for the Post Office facility, to operate part time and to make other changes that would save money without substantially affecting service. Our County Board of Supervisors has urged the Postal service to work with them to that end, but the Postal Service has failed to.

9) I am attaching other letters that I wrote to the Postal Service regarding this issue. I don't believe that the Postal Service gave due respect to these letters. Please also consider the issues that I raise in these letters.

Thank you



Dolly B. Chapman
PO Box 91
Calpine, CA 96124

Loretta Kirkpatrick
Manager Consumer Affairs
1001 E Sunset Road
Las Vegas, NV 89199-9655

4/21/2011

Regarding the Calpine Sattley Post Office 96124

Dear Ms. Kirkpatrick,

I am writing to urge you to keep the Calpine Sattley Post office open for business in Calpine CA. It is essential that this small isolated community continue to benefit from the services available at our post office.

I run a small business in Calpine and I rely on the Post office for shipping and receiving large packages of various dimension and weight from all over the country and internationally. My business has spent \$2034.00 shipping packages in the last year. I purchase insurance on these packages, and also use delivery confirmation and registered mail. The Calpine post mistress weighs and my packages, calculates rates and advises me on the best service to meet my budget and timeline. If I had to drive to the next nearest PO – ten miles away, I would not be able to stay in business. A rural route carrier could not provide this service and I would not be able to arrange to meet with a carrier even if they could.

Residents of Calpine all receive mail in PO boxes. Residential delivery is not available. PO boxes are the most efficient system here. Snowy roads and long driveways would make residential delivery inefficient for the postal service and inconvenient for residents. We need a PO in our town to send and receive packages. Many residents of this area rely on mail order for most of their shopping. It would be a terrible hardship if we had to drive to another town to receive packages.

I have held PO Box 91 in Calpine since 1987. In addition to my business needs I use the postal service to pay all my bills, write letters, send Christmas and birthday gifts, mail Christmas cards, buy stamps – including Christmas and other special editions, and to receive mail order packages. I go to the post office every day, and enjoy my visits as a way to keep up on community events and connect with my neighbors.

The Calpine Post office provides essential services in the most efficient manner possible and it is also truly the center of our community. Please do not remove this service.

Thank you

Dolly B. Chapman
PO Box 91
Calpine, CA 96124
(530) 994-3729



Attachment: P 1 of 4
to Form 61

8/22/2011

Loretta Kirkpatrick
Manager, Consumer Affairs
1001 E Sunset Rd.
Las Vegas, NV 89199-9655

RE: proposed closure of 'Sattley' Post Office docket # 1380842 - 96124

Dear Ms. Kirkpatrick,

I understand that the US Postal Service is facing huge challenges as it works to provide the services required while costs rise and revenues fall. Please consider my comments and the facts regarding mail service to the Calpine CA area before you make a decision regarding the Post Office in the community of Calpine CA. your decision memo posted 6/29/2011 appears to be computer generated, as it contains many errors and arrives at a decision that no sensible person would come to. The decision to close this post office would cost the USPS money, not save money, would reduce our services, discriminate against a rural area and greatly reduce revenue to the USPS as residents in this area struggled to find other ways to do business.

The US Postal Service determined years ago that the most efficient way to provide the required service to the community of Calpine was to operate a small post office there. Our Post office space is currently subsidized by the Calpine Improvement Association and the acting Postmistress is a temporary employee. The County removes snow from the location free of charge. If you look at actual costs, you will find that this is the least expensive way to provide the mandated service to this area. Please look at the actual costs!

The nature of our community – with long driveways, deep winter snows, and highways that aren't always plowed makes it impractical to deliver mail to roadside boxes. Relocating our services to the next nearest Post Office in effect cancels our service, as those other offices are so far away. Our rural residents and small businesses send and receive a lot more packages than people in the city, and are in need of the full service provided at a Post Office. We generate a good revenue for the USPS.

Please consider the real facts about the situation here and make a sensible human decision – not a computer generated one. In these times, we the citizens really depend on having our government make good decisions on how our funding and services are managed.



Dolly B. Chapman
PO Box 91 (since 1987)
Calpine, CA 96124

Cc:

Attachment to Form 61 P. 2 of 4

Loretta Kirkpatrick
Manager Consumer Affairs
1001 E Sunset Road
Las Vegas, NV 89199-9655

9/25/2011

Regarding the Sierraville Post office and the Calpine/ Sattley Post Office 96124

Dear Ms. Kirkpatrick,

Thank you for attending the Post Office closure study meeting in Sierraville CA last week. I was one of the many Calpine residents in attendance. My primary interest is to keep the Calpine Post Office open so that I can continue to be successful in my home business. I receive and mail out over 100 very large packages per year for my saw restoration business and I rely on having my local Post Office for this.

I have a few things that I would like you to consider in the decision process for both of these Post Offices:

- 1) Calpine needs to have another meeting so that residents here can respond to whatever new proposal will be presented to us. At the meeting in Calpine last May, we were told that Sierraville would be our PO if Calpine was closed. Now it is up for study and I hear that Clio would be our PO (and might Clio end up in a study?) Please ensure that residents of each town with a PO under study have a chance to respond – in a community forum -- to current proposals as they develop.
- 2) Loyalton would not be a good administrative site for Calpine residents. Loyalton might be a better administrative site than Clio for Sierraville but Loyalton would NOT work for Calpine. It is 22 miles from Calpine to Loyalton and I have no other reason to ever go to Loyalton. It is not on the way to anywhere from Calpine. Clio is a poor option. Loyalton is worse.
- 3) The people of Sierra County would like to see the Post Office be as cost effective as possible. We would like to see you stand up for efficiency in many ways other than closing rural Post Offices. We are thrifty, practical people. Many of us run our own businesses. Many have also worked for various branches of government and seen government programs in action. We are patriotic and we like to be proud of our government agencies and services. You heard me and my neighbors suggest ways that the Postal Service could save money besides closing rural Post Offices. You also heard me say that we don't believe the Postal Service has done a good cost analysis. Even as we spoke, I realized that these issues are beyond your control, and it surely must have been frustrating for you to have to field those comments. What I would like is for you as an individual to step beyond the regular duties of your job and insist that the Postal Service act efficiently and responsibly.
- 4) We all laughed when Ms. Brown spoke of the 'Sattley' Post Office and said, "Some of you people call it Calpine." But really, that wasn't funny, and it was really bad PR for the US Postal Service.

Dolly B. Chapman
PO Box 91
Calpine, CA 96124



*Attachment to Form 61
p 3 of 4*

10/18/2011

Dean J. Granholm
Post Office Operations /the Postal Regulatory Commission
901 New York Avenue NW, Ste 200
Washington DC 20268-0001

Dear Mr. Granholm,

I am writing to appeal the decision to close the Post Office in Calpine, California, 96124, for these reasons:

- 1) The Postal Service's analysis of costs, on which this decision is based, is flawed and frivolous. The analysis states that the cost of an alternate means of providing equivalent service to my community is \$0.00. This is ridiculous: the proposal to install, deliver mail to and maintain 'cluster boxes' will incur significant costs (and will not provide equivalent service.) I would like to Postal service to really analyze the new costs and also to look at reducing costs by reducing hours of service rather than closing entirely.
- 2) The postal service officials have not presented a plan that will provide equivalent alternate service to the community of Calpine. The first proposal for an alternate administrative PO for our area was the Sierraville PO which is 9 miles away across a desolate windswept valley and is now under study for closure. The next proposal was for Clio (which maybe should be under study) at 12 miles away over a mountain pass. Other proposals are for PO's that are 17 and 24 miles away. The suggestion that our carrier can meet us at the 'cluster boxes' to complete the transactions we would normally complete in the PO is ridiculous. Our wintertime mountain weather is notable for having made the Donner Party famous. A rural carrier will not be able to keep to a tight schedule for meeting customers at a roadside cluster box and our citizens will be at risk of the same fate that befell the Donner party if they are forced to wait outside to conduct business.
- 3) I am one of many citizens who operate home businesses that are essential to the economy of this rural area. I send and receive over 100 very large packages of varying weight and size per year via the Post office. I purchase insurance, delivery confirmation, etc. I need to conduct this business at a local Post Office window.
- 4) I will also point out that the 6 month long process of 'study for closure' of this Post Office, with its community meetings and computer generated robo-responses mailed in duplicate to 'postal patrons' has been a frivolous expense, as it appears very clearly that the decision to close the Post Office was made before the 'study' process began and the consumer affairs folks in Las Vegas have not considered or responded accurately to any of our comments or concerns.

I understand that the US Postal Service is facing huge challenges as it works to provide the services required while costs rise and revenues fall. But the decision to close this post office would cost the USPS money, not save money, would reduce our services, discriminate against a rural area and reduce USPS revenue.

The USPS determined years ago that the most efficient way to provide required service to our community is to operate a small post office here. Our PO space is subsidized by Sierra County and the county provides free snow removal service. The PO is the hub of our community. There are no other customer services in town. Please review this decision carefully and work with us to save our Post Office. Thank you.

Dolly B. Chapman
PO Box 91 (since 1987)
Calpine, CA 96124



Cc: Loretta Kirkpatrick, USPS, 1001 E Sunset Rd., Las Vegas, NV 89199-9655

Attachment to Form 61
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